

Rimini Street Support for Oracle Database

Supported Releases

8i, 9i, 10g, 11g, 12c, 18c, and 19c.

Select Supported System Components

- Active Data Guard
- Advanced Compression
- Advanced Security
- Application Express
- Data Masking
- Database Diagnostics and Configuration
- Database Vault
- Enterprise Manager
- GoldenGate
- In-Memory Database Cache
- OLAP
- Partitioning
- Performance Support
- Provisioning and Patch Automation Pack
- Real Application Clusters (RAC)
- RMAN, DBCA, DUA, NetCA, OUI
- SQL*Plus, SQL*Loader, Developer
- Warehouse Builder

Maximize the Value of Your Oracle Database Investment

Product Support Overview

Rimini Street provides support for Oracle® Database, delivering significant cost savings, a higher-value service mix, and the ability to avoid costly product upgrades. Rimini Street supports Oracle Database clients around the world in implementations ranging from a single server to large, complex environments with thousands of global database servers, and ranging from small data storage requirements to as much as 700TB of storage.

Business Challenges

Oracle Database customers are looking to receive more value from their database maintenance fees including more responsive support, lower cost, and added-value support services like performance and interoperability support.

Organizations are also seeking opportunities to innovate by pursuing open source and cloud database or other strategic initiatives. In fact, according to a survey, 46% of respondents are adding open source and non-Oracle cloud options to their database strategy for greater agility and lower TCO.

The Rimini Street Solution

Rimini Street goes well beyond providing standard break/fix assistance. Each client receives personalized service from a senior-level Primary Support Engineer (PSE). In this way, clients have direct access to an expert with their first call. PSEs are available 24/7/365 anywhere in the world with an average response time of less than 5 minutes for critical issues. Clients benefit from software fixes as well as a team of experts that focuses on interoperability challenges, roadmap planning, and holistic security. All of this adds up to flexibility and lower TCO, freeing funds and resources that can be reallocated to more strategic projects to make a difference for your business.

Key Benefits

- Extend the life and reduce the TCO of your investment
- Receive ultra-responsive support 24/7/365
- Eliminate forced upgrades yet preserve the flexibility to upgrade when business needs dictate
- Fund IT innovation and drive business growth with savings of up to 90% of your total maintenance costs

“Rimini Street has been demonstrating its competitiveness by offering robust and responsive database support along with cost saving benefits. On the basis of the partnership that has begun with Rimini Street, we will work to actively push forward innovation and offer greater value to our customer.”

Bum-Tai Lee,
Head of Cloud Infrastructure
Hyundai-Kia Motors Corporation

Support Program Comparison

Support Features	Rimini Street	Oracle Premier and Extended	Oracle Sustaining
Support Services			
Repository and documentation fixes	■	■	No new fixes
Operational and configuration support	■	■	
Installation and upgrade support	■	■	No new upgrade scripts
Named, regional Primary Support Engineer with an average of 15 years of experience	■		
Account management services	■		
10-Minute guaranteed response SLA for critical cases with 2-hour update communications	■		
Full support with no required upgrades	■		
Performance support	■		
Interoperability and integration support	■		
Full support of current release for at least 15 years from contract date	■		
Strategic Services			
Technical, functional, and application roadmap advisory services	■		
Cloud advisory services	■		
License advisory services	■		
Security advisory services	■		
Interoperability and integration advisory services	■		
Monitor and check advisory services	■		
Impact on Resources			
Significant reduction in operating costs (budget, people, time)	■		
Independence from vendor-dictated roadmap	■		

Support Details

Ultra-responsive Database Support and Maintenance Features: Rimini Street provides configuration support tailored to your specific deployment; performance tuning support for maximum throughput; database security advisory services; upgrade advice and support; and support for Oracle Database virtualization reducing time to resolution. Interoperability support includes strategic guidance to prepare you for potential infrastructure changes, as well as assistance with verifying certification on new platforms and resolving interoperability conflicts.

Performance Support: Rimini Street provides database performance support to streamline response and ensure your Oracle Database continues operating at a high level.

Security: The Rimini Street Global Security Services Team helps clients proactively identify, prevent, and mitigate vulnerabilities to maintain a more secure database environment. Specifically, Rimini Street Advanced Database Security is a next-generation database security solution enhanced with technology from McAfee that protects Oracle and other databases from known and unknown vulnerabilities by monitoring and analyzing database memory. It blocks attempted attacks using virtual patching before they reach the database, providing organizations a faster time to protection against vulnerabilities with a more cost-effective solution, without any need to impact production systems.

Support for All Your Oracle Applications and Database Under One Roof: Gain the benefits and value of a single-source support provider. In addition to Oracle Database, Rimini Street supports Oracle E-Business Suite, Oracle Fusion Middleware, Oracle Retail, Siebel, PeopleSoft, JD Edwards, Hyperion, IBM Db2, Microsoft SQL Server, SAP HANA Database, SAP Sybase Databases, Oracle ATG, and Agile Product Lifecycle Management.

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